



Session 21

What's New for Pell Processing in 2004-2005



In this session...

- Operations Update
- Processing Changes for 2004-2005
- Customer Service Update
- Processing Updates



Operations Update



Pell Processing

YTD Totals – as of October 21, 2003

Totals

	2002-2003	2003-2004
Originations (#)	5.4 million	3.5 million
Originations (\$)	\$15.9 billion	\$11 billion
Actual Disbursements (#)	11.8 million	3.2 million
Actual Disbursements (\$)	\$11.6 billion	\$3.9 billion
% Substantiated	99.84%	90.31%



RFMS Data Conversion

- As of August 18th, RFMS 99-00, 00-01, 01-02 award year data is available in the COD System and viewable on the COD web site.

Successful RFMS Conversion to COD!

# of Students	8.2 million
# of Batches	2.6 million
# of Grant Originations	13.6 million
# of Grant Disbursements	29.8 million

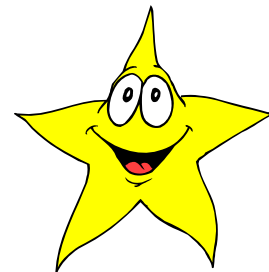


RFMS Data Conversion

- Schools processing these award years are still able to use the appropriate RFMS message classes.
- The COD web site and batch data request functionality can be used to request the following reports:
 - Year-to-Date
 - Reconciliation File
 - ESOA
 - MRR
- The Pell Grant (RFMS) GAPS number is displayed on the COD web site in the Entity ID field.



Deobligation due to Verification 'W'




- *The current Verification 'W' process is a success!!*
 - Simplified Verification 'W' process
 - Increased outreach measures from COD School Relations

	01-02	02-03
Affected Schools	1203	168
Deobligated Funds	\$11.1 million	\$2.3 million

POP Process

Students in POP*



	2001-2002	2002-2003
Blocked At One Time	88,890	22,820
Resolved	48,020	21,923
Still in Conflict	25,645	897

* As of October 2003

POP Process

POP on the Web: Before Adjustments

Person Info

[Detail](#)
[All Awards](#)
[Direct Loan](#)
[Campus Pell](#)
[Promissory Notes](#)
[Credit Check](#)
[Events](#)
[Correspondence](#)
[Memo](#)

[Profile Search](#)

[Credit Check Search](#)

Person Pell Information

[? HELP](#)

Sample Person

265401710

11/11/1975

Award Year

ALL

Pell Grant Summary

Attending School	Eligibility Used	POP Flag	POP Start Date	POP End Date	Award Amount Approved	Award Amount Disbursed	Scheduled Award Amount
------------------	------------------	----------	----------------	--------------	-----------------------	------------------------	------------------------

Year '04 - '05

Sample School 	100.00%	Y	11/14/2005		\$2,000.00	\$2,000.00	\$2,000.00
---	---------	---	------------	--	------------	------------	------------

Sample School 	100.00%	Y	11/14/2005		\$2,000.00	\$2,000.00	\$2,000.00
---	---------	---	------------	--	------------	------------	------------

Total for '04 - '05:	200.00%						
-----------------------------	---------	--	--	--	--	--	--

Year '03 - '04

Sample School 	50.00%				\$2,000.00	\$2,000.00	\$2,000.00
---	--------	--	--	--	------------	------------	------------

Sample School 	50.00%				\$2,000.00	\$2,000.00	\$2,000.00
---	--------	--	--	--	------------	------------	------------

Total for '03 - '04:	100.00%						
-----------------------------	---------	--	--	--	--	--	--

CREATE NEW AWARD



POP Process

Tools for Resolving POP

- Edit codes returned on disbursement records
 - Full Participant:
 - 068 – “Potential Overaward Project – Notice Sent Separately”
 - 069 – “Potential Concurrent Enrollment – Notice Sent Separately”
 - Phase-In Participant:
 - 411 – “Potential Overaward Project – Multiple Reporting Sent Separately”
 - 410 – “Potential Concurrent Enrollment – Multiple Reporting Sent Separately”



POP Process

Tools for Resolving POP

- Multiple Reporting Record
 - MRR is produced for conflicting disbursements
 - Contains information on all schools involved and their contact information
 - Imported via SAIG mailbox
- MRR will contain those students in a POP situation from the converted RFMS years; however, the current POP logic will **not** be applied to students from these award years.



POP Process

Tools for Resolving POP

- Report of students in POP will be available to schools in 2004-2005.
- Department is monitoring edit 55 - “Disbursement Information Received 30 Days or more after Date of Disbursement”.
- For the 2003-2004 award year, edit 55 has been hit **656,044** times on Pell records in the last three months.



POP Process

After 30 days if neither school adjusts...

- System generated negative disbursement
 - Full Participant: Common Record Doc Type 'ND'
 - Phase-In Participant: Batch Type '#G'
- Customer Service Outreach
 - Phone Call
 - Email

POP Process

POP on the Web: After De-obligation

Person Info

Detail
All Awards
Direct Loan
Campus
Pell
Promissory Notes
Credit Check
Events
Correspondence
Memo

► **Profile Search**

► **Credit Check Search**

Person Pell Information

 **HELP**

Sample Person

265401710

11/11/1975


Award Year


ALL

Pell Grant Summary

Attending School	Eligibility Used	POP Flag	POP Start Date	POP End Date	Award Amount Approved	Award Amount Disbursed	Scheduled Award Amount
------------------	------------------	----------	----------------	--------------	-----------------------	------------------------	------------------------

Year '04 - '05

Sample School 	0.000%	N	10/14/2005	11/15/2005	\$2,000.00	\$2,000.00	\$2,000.00
---	--------	---	------------	------------	------------	------------	------------

Sample School 	0.000%	N	10/14/2005	11/15/2005	\$2,000.00	\$2,000.00	\$2,000.00
---	--------	---	------------	------------	------------	------------	------------

Total for '04 - '05:

Year '03 - '04

Sample School 	50.00%				\$2,000.00	\$2,000.00	\$2,000.00
---	--------	--	--	--	------------	------------	------------

Sample School 	50.00%				\$2,000.00	\$2,000.00	\$2,000.00
---	--------	--	--	--	------------	------------	------------

Total for '03 - '04:

CREATE NEW AWARD



Processing Changes for 2004-2005



Reports

- The Pell POP Report will list those students for whom COD has accepted an actual disbursement and who are:
 - In a POP situation
 - No longer in a POP situation
- Report will list other Attended Schools that have reported disbursements for the student for the award year.
- Report will be pushed to schools weekly via their COD web site Newsbox.
- The report will also be available via Pell data request functionality.



Pell POP Report Mock-up

Date: 01/31/2005 U.S. Department of Education Page 2 of 3
Run Time: 11:05:43 ET Federal Pell Grant Program
Pell POP Report
For Award Year: 2004-2005

Reporting School Name & Pell ID: State College University 002413
Attended School Name & Pell ID: State College - Wrightwood 002415

THIS DOCUMENT CONTAINS SENSITIVE INFORMATION PROTECTED BY THE PRIVACY ACT

Other	Other					
Attended Student Name	Attended	YTD	Scheduled	POP Flag		
School SSN	School Award	Disbursed	Federal	Begin		
Pell ID Date of Birth	Name Amount	Amount	Pell	End Date		
006354 ADAMS, CHRISTOPHER J.				Y		
222-22-2222	Kirkwood Community College				01/27/2005	
03/20/1980	\$3500.00 \$2025.00	\$3500.00				
008415 ARTHUR, SAMUEL M.				Y		
777-77-7777	Rockville County Community College				01/07/2005	
01/27/1979	\$2000.00 \$2000.00	\$2000.00				

Total number of students in a POP situation in this reporting period 2

Run Date: 01/31/2005 U.S. Department of Education
Run Time: 11:05:43 ET Federal Pell Grant Program
Pell POP Report
For Award Year: 2004-2005

Reporting School Name & Pell ID: State College University 002413
Attended School Name & Pell ID: State University - Wrightwood 002415

THIS DOCUMENT CONTAINS SENSITIVE INFORMATION PROTECTED BY THE PRIVACY ACT

Other	Other					
Attended Student Name	Attended	YTD	Scheduled	POP Flag		
School SSN	School Award	Disbursed	Federal	Begin		
Pell ID Date of Birth	Name Amount	Amount	Pell	End Date		
006418 BARNES, SARAH				N		
888-88-8888	Drake College				11/27/2004	
03/20/1980	\$3500.00 \$0000.00	\$3500.00			12/15/2004	
003519 KLIEN, MARK I.				N		
333-33-3333	Washington State University				12/07/2004	
11/27/1978	\$2000.00 \$0000.00	\$2000.00			01/07/2004	

Total number of students who are no longer in a POP situation 2



Reports

- Schools will be able to define sort options, delivery options, and format options on the web site for the following reports:
 - Pell POP Report
 - Pending Disbursement Listing
 - SSN/Name/Date of Birth Change Report
- Specific options will vary based on report.
- More information on specific report options is available in the Technical Reference Appendices published in November 2003.



Verification Initiatives

- Two new informational tags will be returned in the Full Participant Award Response block when an actual disbursement is accepted:
 - CPS Verification Indicator
 - Indicates the student was selected for verification by CPS on any CPS Transaction Number and the school has not reported to COD a 'V' or 'S'.
 - Highest CPS Transaction Number
 - Indicates the highest CPS transaction number for the student during this award year.



Verification Initiatives

- The Pell Verification Status Report will list those students who:
 - Have an actual disbursement on COD
 - Were selected for verification by CPS
 - AND
 - For whom the school has **not** reported a verification status of 'V' or 'S'
- Report will be pushed monthly to schools via their SAIG mailbox as a preformatted text file.
- Report is also available on the COD web site.
- QA schools are excluded from receiving this report.



Pell Verification Status Report Mock-up

School Name: Meridian Community College

Reporting
School ID: 007768

THIS DOCUMENT CONTAINS SENSITIVE INFORMATION PROTECTED BY THE PRIVACY ACT

Prev. Rpt.	Attend. School	Student Name SSN	Date of Birth	CPS Process Date CPS Ver. Status/ CPS High. Tran. #	COD Create Date COD Ver. Status/ COD Tran. Number
	007768	ARTHUR, SAMUEL M. 777-77-7777	01/27/1979	01/27/2004 Y/01	06/27/2004 W/01
	007768	LEWIS, MARTIN 444-44-4444	11/27/1978	02/17/2004 Y/01	07/15/2004 Blank/01
Y	007768	ADAMS, CHRISTOPHER J. 222-22-2222	03/20/1980	02/17/2004 Y/01	07/15/2004 W/02
Y	007768	ANDERSON, TERESA 999-99-9999	05/13/1982	02/17/2004 Y/01	07/15/2004 Blank/02
Total Number of awards newly reported with status of Blank					1
Total Number of awards newly reported with status of W					1
Total Number of awards previously reported with status of Blank					1
Total Number of awards previously reported with status of W					1
	007781	AAHRUS, STEPHEN C. 888-88-8888	01/27/1979	01/27/2004 Y/01	06/27/2004 W/01
	007781	LOFTON, MARY ANN M. 002-02-0002	11/27/1978	02/17/2004 Y/01	07/15/2004 Blank/01
Y	007781	ARTEST, RONALD J. 111-11-1111	03/20/1980	02/17/2004 Y/01	07/15/2004 W/02
Y	007781	JONES, ADAM M. 001-01-0001	06/03/1984	02/17/2004 Y/01	07/15/2004 W/01
Total Number of awards newly reported with status of Blank					1
Total Number of awards newly reported with status of W					1
Total Number of awards previously reported with status of Blank					0
Total Number of awards previously reported with status of W					2



Message Class Options

- Full Participants will be able to choose the message class in which they send and receive documents to and from the COD System.
- Message class options will include the following:
 - Non-program specific and non-award year specific
 - Non-program specific and award year specific
 - Program specific and non-award year specific
 - Program specific and award year specific
- Message class options apply to the 2004-2005 award year only.

Message Class Options

	Inbound to COD	Outbound from COD	Receipts
Non-program Specific and Non-award Year Specific	COMRECIN	COMRECOP	COMRECOP
Award Year Specific	CRAA05IN	CRAA05OP	CRRRC05OP
Program Specific	CRPGMYIN	CRPGMYOP	COMRECOP
Program and Award Year Specific	CRPG05IN	CRPG05OP	CRRRC05OP



Message Class Options

- The outgoing message class for the COD batch response will correspond to the incoming message class the school used to send the batch to COD.
- The COD System will **not** validate the document content with the incoming message class used for submission.
- Each System Generated document type will be assigned its own message class for Full Participants.
- The 2004-2005 COD Technical Reference published in November contains more information.



SAIG Transmission Header

- SAIG has increased the variable BAT= field on the SAIG Transmission Header (N*05/N*95) from 26 to 50 characters.
- Beginning in March 2004, COD will reserve the first 20 characters of this field for school use and populate the last 30 characters with the Batch/Document ID on response/acknowledgements for ***all*** award years.
- If a school uses the last 30 characters for other data on the incoming record, COD will overwrite this data with the Document ID or the Batch ID.
- EDConnect users must upgrade to EDConnect version 5.3 or higher in order for their records not to reject.



Student Identifier Edit

- Warning edit 116 indicates that a student identifier has not been updated on the COD System.
- Edit 116 is returned when,
 - A school submits a change to a student identifier
AND
 - The award year submitted on the change record is lower than the highest award year data on COD for the student
OR
 - The CPS transaction number on the change record is lower than the highest transaction number on COD for that award year for that student
- Applies to Full Participants and Pell Phase-In Participants only.



Record Layout

- The following data elements will not be required for processing a Pell Grant for the 2004-2005 award year and forward:
 - Academic Calendar Code
 - Payment Methodology Code
 - Weeks of instructional time used to calculate payment
 - Weeks of instructional time in program's definition of award year
 - Credit/Clock hours used to calculate payment
 - Credit/Clock hours in this student's program of study's academic year



Record Layout

- For Full Participants:
 - These tags are not applicable on the Common Record Layout for 2004-2005.
 - If a Full Participant school submits data in these tags, the COD system will not edit or store this data and will not return these tags on a Full Response.
- For Phase-In Participants:
 - These fields continue to be included on the Origination Record Layout, but are now optional.
 - If a Phase-In Participant submits data in these fields, COD system will not edit this data, but it will return it on the Origination Acknowledgement.
- EDEExpress will continue to use these fields to calculate a Pell Grant, but will not transmit this data to COD.



Campus-Based for 2004-2005

- COD will accept and process Full Participant Campus-Based award and disbursement data for the 03-04 and 04-05 award years and forward.
 - Federal Work Study
 - Perkins Loans
 - FSEOG
- Full Participants can submit student level Campus-Based data to COD via the COD web site and the Common Record.
- Campus-Based award and disbursement data will be viewable on the COD web site.
- COD will **not** generate reports for Campus-Based data.
- COD will **not** populate the FISAP with Campus-Based data.



Extended Full Participant Deadline for 2004-2005

- COD will accept Phase-In Participant records in 2004-2005.
- All schools must be Full Participants using the XML Common Record in 2005-2006.

Reminder: If you would like to be a Full Participant for the 2004-2005 award year and were not a Full Participant for a prior award year, you ***must*** register with COD School Relations prior to submitting records.



COD Web Site

- New web page will display student data from CPS applicant system.
 - User will have the ability to search applicant data by SSN, or SSN and award year.

Applicant Search



U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



[Home](#) [School](#) [Batch](#) [Award](#) [Reports](#) [User](#) [Program](#)

- ▶ **Person Search**
- ▶ **Pnote Search**
- ▶ **Credit Check Search**
- ▶ **Archived Prog Year**
- ▼ **Applicant Search**

Applicant Search

[? HELP](#)

SSN

Award Year

ALL ▼

Search

- Please enter full SSN and select an award year or *ALL* to view applicant data for all years.

[Search](#)

Applicant Detail



U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



Person

School

Batch

Award

Reports

User

Program

► **Person Search**

► **Pnote Search**

► **Credit Check Search**

► **Archived Prog Year**

▼ **Applicant Search**

Return to: [Applicant Search](#)

Applicant Detail

[?HELP](#)

999999999

Award Year




ALL



CPS Detail

Award Year	CPS Transaction Number	Date of Birth	Name	Pell Eligibility
2004-2005	01	04/11/1981	Smith, John	Y
2004-2005	02	04/11/1981	Smith, John	Y
2003-2004	01	09/03/1976	Smith, Jane	
2003-2004	02	09/03/1976	Smith, Jane	
2001-2002	01	04/11/1981	Smith, John	

Applicant Detail

Address  H:\New Folder (7)\Janet\TMPut83zkausg.htm  Go  Links >>


▶ **Pnote Search**

▶ **Credit Check Search**

▶ **Archived Prog Year**

▼ **Applicant Search**

Applicant Information


 **HELP**

Sample Person

265601710

11/11/1975

CPS Detail	CPS Transaction 02	Award Year '00 - '01
Original SSN		
Original Name Code		
EFC		
Date of Birth		
First Name		
Middle Initial		
Last Name	EFC	
Current SSN		
Secondary EFT		
Address		
City		
State		
Zip		
Pell Eligible Flag		
Verification Selection Indicator		
SSN Match Indicator		
NSLDS Match		
Correction Type		
Duplicate SSN		

Done  Local intranet



COD Web Site

- An Award Year drop down box will be added to the Person Pell Information page enabling user to filter by Award Year
- Award Amount Disbursed and Award Amount Approved will be added to Person Pell Information page

Pell Award



U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



Person

School

Batch

Award

Reports

User

Program

► **Person Search**

▼ **Person Info**

Detail
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Credit Check
Events
Correspondence
Memo

► **Pnote Search**

► **Credit Check Search**

Person Pell Information

HELP

Sample Person

265601710

11/11/1975

Award Year

'04 - '05 ▼

Pell Grant Summary

Attending School	Eligibility Used	POP Flag	POP Start Date	POP End Date	Award Amount Approved	Award Amount Disbursed	Scheduled Award Amount
Year '04 - '05							
Sample School	50.00%				\$2,000.00	\$1,500.00	\$2,000.00
Sample School	50.00%				\$2,000.00	\$1,500.00	\$2,000.00
Total for '04 - '05	100.00%						

CREATE NEW AWARD



COD Timeline

- 2004 – 2005 Development Schedule:

- | | |
|---------------------------------|---------------|
| ➤ Requirements Complete | June 2003 |
| ➤ Design Complete | August 2003 |
| ➤ Development Complete | November 2003 |
| ➤ Testing Complete | February 2004 |
| ➤ School/Vendor Testing Phase 1 | January 2004 |
| ➤ School/Vendor Testing Phase 2 | March 2004 |
| ➤ System Start Up | March 2004 |



Customer Service Update



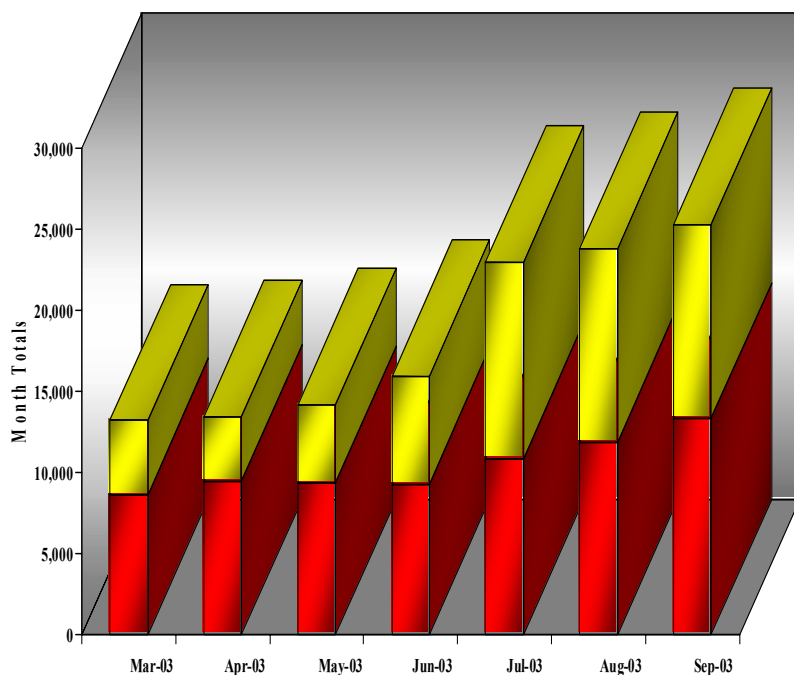
COD Customer Service Statistics

As of October 21, 2003

- Since the COD School Relations Center opened in April 2002....

Inbound Calls to COD School Relations	150,211
Inbound Calls to Applicant Services <i>(Since March 2003)</i>	63,288
Outreach Calls to Schools	14,888
Inbound Emails	57,741
Number of COD Web Site Users	4,588

COD Customer Service



- Beginning in July 2003, call volume exceeded the COD School Relations Center's projections
- This resulted in increased hold times and a higher call abandon rate
- Increased call volume represented a 94% increase of total calls in the COD School Relations Center from last year to this year

	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03
DL App Services Calls	4,599	4,012	4,815	6,647	12,112	11,941	12,019
School Relations Calls	8,643	9,467	9,432	9,332	10,893	11,927	12,330
Total Calls	13,242	13,479	14,247	15,979	23,005	23,868	24,349



COD Customer Service

- How has COD School Relations adjusted to the increased call volume?:
 - Assistance from FSA staff with answering Direct Loan Applicant Services calls from August 25th through September 19th.
 - Pulled in 10 additional resources (Team Leads, Support Specialists) to answer COD School Relations calls.
 - Overtime worked by CSRs.
 - Hired 16 new CSRs.
 - Released Direct Loan Bulletin 03-36 and IFAP announcement providing guidance on when schools should direct students to call Direct Loan Applicant Services.
 - New Direct Loan Applicant Services IVR.
 - Direct Loan Applicant Services calls from the PLUS Borrowers and eMPN web site IVR options are answered before calls from other inquiries option.



How do I contact the COD School Relations Center?

- Email CODSupport@acs-inc.com
- Call the COD School Relations Center
 - 1-800-4-PGRANT for Pell Grants
 - 1-800-848-0978 for Direct Loans
- COD Web Site (www.cod.ed.gov)





Where Can I Get More Information?

- IFAP Web Site (www.IFAP.ed.gov)
 - Common Origination and Disbursement page
 - Electronic Announcements, FAQs, COD Technical Reference
- COD Web Site (www.cod.ed.gov)
 - Daily COD Processing Updates
 - School Funding and Processing Information
- Contact COD School Relations



Processing Updates



Current COD Issues

Stuck Batches and Missing Acknowledgements

■ Description:

- Batches not being processed/responded to within 48 hours of submission.
- Stuck batches and missing acknowledgements impact schools' ability to disburse funds to students.
- Stuck batches are caused when the processing of the batch is halted in COD by a code or data issue that the system cannot handle.
- Missing acknowledgements are typically caused in transmission from COD to the school.

■ Status:

- COD operations continuously monitors the COD system for stuck batches. A dedicated team has been established to work these issues until they have been resolved.
- COD School Relations emails the school with the Batch ID when a batch has not been processed/responded to within 48 hours.
- During peak processing, COD processes an average of 9,000 records a week with 200 stuck/missing acknowledgement batches. During normal processing, COD processes an average of 6,500 records a week with 40-60 stuck/missing acknowledgements batches.



Current COD Issues

Edit 58 – Duplicate Records Edit Incorrectly Being Hit

■ Description:

- COD has experienced a high volume of edit 58 rejects.
- In some instances, COD incorrectly sends this edit on a record within a stuck batch that has just recently been unstuck/processed by COD, despite the fact that the school only submitted the record once.
- Edit 58 is also returned when a school resubmits a record which was previously submitted in a stuck or missing batch.
- Additionally, EDExpress Software was resubmitting records rejected with edit 58.

■ Status:

- COD is incorrectly identifying the records as a duplicate in the process of releasing a stuck batch. Software development for this issue is underway.
- Schools resubmit records previously submitted in a stuck or missing batch.
- EDExpress is releasing a patch in November that will treat a record rejected with edit 58 instead of a rejected record.



Resolved COD Issues

Edit 12 – Name/DOB/SSN Verification Edit

- Description:

- COD incorrectly sent edit 12 when a school submitted an origination for a student that has existing award on COD, where the student identifier information on the origination differed from that on the existing award. COD incorrectly recognized the new origination as an identifier change and used the existing award identifier information when attempting to match CPS. COD rejected the identifier change for no CPS match.

- Status:

- Software updated in September.
- Schools are now able to resubmit records.



Resolved COD Issues

02/03 Funding and Payment Issues

■ Description:

- Software issues for the 02/03 Award Year caused funding and payment levels to be incorrect.
- Schools noticed a different Current Funding Level (CFL) in COD than their Obligation Level in GAPs.
- For some schools, ACA Payments are being included in the "Net Accepted and Posted Disbursement" field on the web site. This impacts the Substantiation calculations.

■ Status:

- Code has been corrected.
- Majority of financial data for the 02/03 Award Year has been corrected.
- Clean up for COD CFL and GAPS Obligation is in progress.
- Clean up for ACA Payments is being scheduled.



Resolved COD Issues

Verification Status

■ Description:

- 02-03 awards were being accepted with a verification status of 'S'. 'S' is a valid value for 03-04 Award Year and forward.
- When schools were lowering the disbursement amount or updating the verification status to 'W', COD was rejecting the adjustment for all award years.
- Schools were unable to update verification status from 'W' to 'blank'.

■ Status:

- Software updates have been implemented for all verification issues.
- Schools are now able to submit disbursement adjustments and updates to the verification status code.



Resolved COD Issues

Pell Year-to-Date and Reconciliation Reports

- Description:

- The Pell Year-to-Date Report and the Pell Reconciliation Report were not available via batch data requests or web data requests.

- Status:

- As of July, both reports are now available via batch data requests and web data requests for Phase-In Participants.
- The Pell Year-to-Date for Full Participants will be available in November.
- EDEExpress is releasing a patch in November to allow users to import the Pell Year-to-Date for Full Participants.



Other COD Sessions

- **Session 17:** COD 101 - The Big Picture
- **Session 18:** COD Open Forum
- **Session 19:** Navigating the COD Web Site
- **Session 20:** COD - What's New for Direct Loan Processing in 2004-2005

COD School Relations Staff is available in the PC Lab!!